

PX17

PX17 Attachment BI

Emails regarding tasks and assignments

To: Danielle Foss[danielle@bluerocketbrands.com]; Jenny Johnson[jenny@bluerocketbrands.com]; Blair McNea[bmcnea@gmail.com]
From: Blair McNea
Sent: Thur 4/2/2015 3:36:14 PM
Importance: Normal
Subject: priorities with a few things for Dani and Jenny to discuss
MAIL_RECEIVED: Thur 4/2/2015 3:36:14 PM
[BRB Responsibilities and rankings 04012015.xlsx](#)

<u>Rank</u>	<u>Issue</u>	<u>Topic</u>	<u>Who</u>	<u>Comments</u>
1	Account Management of Partners	Marketing	Dani	veto
2	Traffic Quality	Marketing	Dani	veto
3	Traffic and MID Load Balancing	Marketing	Dani	veto
4	Business Development of New Pubs/Affiliates	Marketing	Dani	
3	AP/AR	Accounting	Cristy	Dani needs to train her
2	Spec for Mona on regular basis, Ryan's tool	Operations	Dani	Cant avoid a lot of Dani Interactions
5	One Click Upsell	Marketing	Dani	
6	Employee Mgmt of Christy Gould	Marketing	Dani	
7	Optimize Conversion	Marketing	Dani	
8	Legal when needed	Marketing	Dani	
9	Customer Conversions	Marketing	Dani	This uses a lot of time
10	Straight Sale	Marketing	Dani	
11	Claude Meeting to do items	Marketing	Dani	
12	COY -skincare	Marketing	Dani	
13	Employee Mgmt of Megan Nosel	Marketing	Dani	
1	Employee Mgmt of Megan & Stelios	Operations	Jenny	
2	Employee Mgmt of Ryan/Mona	Operations	Jenny	Cant avoid a lot of Dani Interactions
3	Chargeback Reduction & Management	Operations	Jenny	
4	Cash Flow	Operations	Jenny	
5	Bank Issues	Operations	Jenny	
6	Payroll	Operations	Jenny	
7	New Bank Accounts	Operations	Jenny	
8	BRB Summary-will need some Dani imput	Operations	Jenny	
9	Legal	Operations	Jenny	
10	CFO Hiring	Operations	Jenny	
11	Card Ready	Operations	Jenny	
7	Banking Relationship Mgmt	Accounting	jenny	Someone needs to meet with them regularly
1	Bank Runs	Accounting	Office Manager	Who
2	Regus Mgmt	Accounting	Office Manager	Who
3	Lunch Orders	Accounting	Office Manager	Who
4	Grocery Orders	Accounting	Office Manager	Who
5	QC Christy Pages	Accounting	Office Manager	Who
1	Processing Bus Dev	Processing	Stelios	Dani is doing a fair amount
2	Chargeback Reduction & Management	Processing	Stelios	
3	Decline Rates	Processing	Stelios	
4	Declined Refunds-Megan	Processing	Stelios	
1	Moving Money	Accounting	Cristy	
2	Cash Flow	Accounting	Cristy	
4	Payroll	Accounting	Cristy	
5	Sending Wires	Accounting	Cristy	Not doing
6	New Bank Accounts	Accounting	Cristy	
8	BRB Summary	Accounting	Cristy	Blair & Craig need to help

Need a Dani, Craig, Cristy, Abby, Jenny and Bl

air meeting

To: 'Jade Raber'[jade@revlive.net]
Cc: 'Jenny Johnson'[jenny@revlive.net]
From: Danielle Foss
Sent: Fri 5/20/2016 12:34:19 PM
Importance: Normal
Subject: RE: Threats with FTC, BBB, and legal action
MAIL_RECEIVED: Fri 5/20/2016 12:34:00 PM

Hey Jade!

I will let Jenny handle this for you. She is the one that handles decisions involved with our customer service methods these days.

Thank you!

Danielle Foss | Blue Rocket Brands

p : 720.238.2418 | skype: foss.danielle



From: Jade Raber [mailto:jade@revlive.net]
Sent: Friday, May 20, 2016 10:02 AM
To: 'Danielle Foss' (danielle@bluerocketbrands.com)
Cc: Jenny Johnson
Subject: FW: Threats with FTC, BBB, and legal action

Hey Danielle,

I had a question on internal brands I was hoping you could answer for me! Can you please see Jeff's email below and is there a way to simplify this in the brand details?

I guess my first question would be to verify that yes, we can refund charges over 30 days but NOT multiple packages, correct?

And if so, how can we simplify this in brand details - This internal brand allows refunds over 30 days but NOT for multiple packages? Or just no refunds over 45 days +? What are some thoughts?

Thanks for your help with this!
Jade Raber

From: Jeff [mailto:jeffrey@revlive.net]
Sent: Friday, May 20, 2016 8:42 AM

To: Jade Raber
Cc: Stelios Cabrera; javier@revlive.net
Subject: FW: Threats with FTC, BBB, and legal action

Hey!

Quick question on the issue below – the brand details state that we CAN refund charges over 30 days, but not multiple packages (there aren't even any qualifiers to that, it's just a hard no). The agent saw that this customer was refunded for one previous charge already, so he told her that no further refunds were possible, which would be correct according to the brand details.

My question is this – do you think we should/could change the refund policy on this, as it seems to be a bit contradictory? To be more specific, this internal brand allows refunds over 30 days but NOT for multiple packages, meaning a customer with multiple charges could get one particular month credited, no matter how old it was, but only that month. Maybe we can just change it to nothing over 30/45 days or something to simplify? That way we still only refund one month's charge and we eliminate the possibility of having to refund charges from 3 months ago or longer. Just a thought. ☺

Jeff

From: Ryan Timmons [<mailto:ryan.timmons@revlive.net>]
Sent: Thursday, May 19, 2016 12:55 PM
To: jeffrey@revlive.net; javier@revlive.net
Cc: stelios@revlive.net; adrian@revlive.net
Subject: Threats with FTC, BBB, and legal action

Gentlemen,

Angela Riley (cx) called in to let the CSR (Jorge Ortegon) know that she had filed a formal complaint with the FTC, is following up with the BBB, and stated that she was an attorney and would be pursuing legal action. The cx displayed a high level of legal knowledge and claimed to work closely with Senators in Jackson, MI. Again, the cx displayed knowledge of legal processes and with her presenting an FTC reference number I am taking this threat seriously.

<http://launch.revlive.net/interaction/edit/2649218>

Ryan